

BUILDING DEVELOPMENT COMMISSION

Minutes of October 17, 2017 Meeting

Chair, Jonathan Bahr, opened the Building Development Commission (BDC) meeting at 3:03 p.m. on Tuesday, October 17th, 2017.

Present: Jonathan Bahr, Glenn Berry, Travis Haston, Rodney Kiser, Terry Knotts, Melanie Coyne, Michael Stephenson, Tom Brasse, Andrew Kennedy, John Taylor and Paul Stefano

Absent: Ben Simpson, Walter Kirkland and Scott Shelton

1. MINUTES APPROVED

Tom Brasse made the motion to approve the minutes from the August 15th Building Development Commission Meeting seconded by Paul Stefano. The motion which passed unanimously.

2. BDC MEMBER ISSUES AND INDUSTRY ASSOCIATION ISSUES

No BDC Member or industry association issues.

3. PUBLIC ATTENDEES

No public attendee issues.

4. Technology Update

Sandra Broome-Edwards provided a Technology update for Board Members. Sandra discussed the Winchester/Posse system is now complete. Oracle is completed for the remainder of the County except for Code Enforcement. She went on to say that equipment has been purchased and built for sprints 12-18. Patrick Granson shared this being dual purpose and will ensure system outages will not affect our business nor our customers. Vendor selection is still underway.

5. Journeyman Update

The sunset of the Journeyman Program was discussed and will end December 31st, 2017. We made the announcement to our customers in September through our E-Newsletter. Letters and certificates were mailed to all current Journeyman cardholders.

6. Annual Building Report

Code Enforcement's 2017 Annual Report was distributed to Board Members. This first annual report from Code Enforcement features a message from the Director of LUESA and the Director of Code Enforcement. The report provides a year in review to include our new Director, Customer Service Enhancements, Code Heroes, Building with our Veterans and a cursory review of Code Enforcement's year end numbers.

7. FMO Technology Update

Fire Marshal, Ted Panagiotopoulos provided an update from the Fire Marshal's Office describing their new system offers better tracking of all FMO activity and what's been done thus far towards final implementation. The system administrators attended a webinar training and begun to utilize ER by custom tailoring activity categories and navigating the system. Implementation has begun and all activity is being tracked on Emergency Reporting, FDM remains accessible through CFD, but will no longer be used to track

any MCFMO activity. We continue to utilize Charlotte Fire's Fire Investigation/Crime Computer data base, but will eventually transition all investigation activity and reports into ER or BATS (Free ATF Program Data Base). We will have the first full ER activity report on January 1st 2018. Ted went on to say that this is a one data tracking system for all FMO activities to include inspections, investigations, public education, etc.

8. Governance

Patrick Granson described this initiative presented to the board about 4 months ago. He shared that the first meeting, was held on 10-16. Committee members are made up of City and County leadership. Just as a reminder there are 4 County members and 4 City members. Also, Assistant County and City Manager on the committee. In the first meeting we revisited the Charter, Gartner report, what is a future state model delivery system between the departments, which should be signed very shortly, our next meeting will be revisiting key initiatives between the departments. I think our next meeting will focus on dealing with in new construction and determining where targets are impacting both the City and County within communication, reviews, timelines and technology. Sometime in January we will give you an update on the committee work between both boards (BDC & DSTAC) on enhancements and process improvements in technology (to be determined by the committee).

9. NCDOT Jurisdiction Visit

Patrick shared with the board that on Wednesday, October 11th, Cliff Isaac, Deputy Commissioner of Engineering for the North Carolina Department of Insurance visited the Department. This was a great opportunity for the NCFMO to talk frankly about issues they see at NCDOT in which we would like to see improved; such as communication, education and consistency between the jurisdictions. The meeting provided an opportunity to understand new perspectives. NCDOT is under new leadership. We see a lot of potential for growth under this new leadership and hope to partner with them on new code changes and educational resources for contractors and design professionals. We talked about resources in plan review work of Level III folks. The biggest take away from the meeting is that they are visiting every jurisdiction looking at how they perform their work, consistency between inspection divisions, plan review and educational programs. Cliff Isaac said Mecklenburg County is the role model for all the jurisdictions. We have so many enhanced processes that are outreaching in which no one else has. NCDOT are telling other jurisdictions to "do it like Mecklenburg County". From our organization charts, monthly consistency meetings and outreach programs; our keys to success.

10. Quarterly Reports

Tommy Rowland, Mechanical/Plumbing Code Administrator presented the below quarterly reports.

Commercial Plan Review Report

Part I: 68% of projects pass on 1st rev'w (dn 2% from last qtr.) 78% passed on 2nd rev'w (dn from 88%);

○ pass rates on 1st review by trade:

Bldg-81% (same); Elec - 89% (dn 5%); Mech - 85% (dn 2%); Plbg - 84% (same);

Part II: most common defects: examples

- Bldg: Appendix B, Means of Egress, Energy Summary, and Exit Requirements
- Elec: General, Services/Feeders, Branch Circuits and Grounding and Bonding
- Mech: Equipment Location and Installation Exhaust Systems and Fresh Air Requirements
- Plbg: Installation of Plumbing Systems, Sanitary Drainage Piping & Materials and Venting System Installation

Part III: use of "approved as noted" (AAN) at 32% by all trades on average (up 2% from last quarter)

- biggest users; CFD (82%) and MCFM (59%)
- critical path users; Bldg-33% (was 34%)_, Elec- 16% (was 11%),

Mech-11% (was 9%), Plbg-18% (14%),

- So Bldg dn 1%, Elec up 5%, Mech up 2%, and Plbg up 4%.

Code Compliance Report

- Rough/finish % split varies, some up, some down
 - Bldg; rough @ 44% (was 43%), finish @ 18% (was 19.5%)
 - Elec; rough @ 24% (was 20%), finish @ 55% (was 57%)
 - Mech; rough @ 29% (was 25%), finish @ 57% (same as last quarter)
 - Plbg; rough @ 34% (was 29%), finish @ 28% (was 33%)

Consistency Team Report

- Building: held 5 meetings this quarter.
 - Bldg-Residential: addressed a total of 31 questions; contractor attendance averaged 14 at each meeting.
 - Bldg-Commercial: addressed a total of 24 questions; industry attendance averaged 12 at each meeting.
- Electrical: held 3 consistency meetings. In total, the meetings addressed 28 topics. Contractor attendance averaged 7.
- Mechanical/Fuel Gas: held 3 consistency meetings addressing 19 topics. Contractor attendance averaged 7 persons.
- Plumbing: held 3 consistency meetings addressing 16 topics. Contractor attendance averaged 4 persons.

Code Interpretation Quarterly Newsletter

At the request of the BDC & the AE-GC-Builder Task Force, in April 2015 the CA's introduced the code interpretation quarterly newsletter, CA Quarterly. You will recall we reviewed the format with you. Shannon Clubb shared with the board that at the end of October, we will publish the next edition covering changes in Jul.-Aug.-Sept.

11. Quarterly BDC Bulletin Exercise

Previous bulletin topics:

October, 2014 AE-GC-Builder Task Force startup and progress. MF electrical service revised DOI interpretation. Reminder on paperless review process. AE feedback tool Fy14 results. BDC Select Committee completes assignment	February, 2015 Gartner Report status. AE-GC-Builder Task Force Recommendations Best Practice summaries HCD Team progress Fy16 budget process completes assignment	April, 2015 New BDC members Customer Service Center development update LUESA office location move Subcommittee continuing work on Task Force recommendations	July 2015 Mega Multifamily inspections team update Code Compliance Task Force completes assignment Code Interpretation Quarterly Newsletter New Director of Inspections Fy16 budget proposal
October, 2015 New BDC members HB255 & impact on P&I process Suttle Ave move and opening of customer service center	January, 2016 Inspections re-alignment Customer Service Center opens at Suttle Ave Quarterly Reports indicate many repeating defects BOCC approves adding 20 positions.	April, 2016 Filling vacant code official positions Impact of Suttle Ave facility on customers AE Best practice and how it benefits customers	July, 2016 Recap of Fee Ordinance changes Inspector realignment Ph II New BDC members New Building Consistency meeting schedule

Tracking progress on advancing Gartner/Task Force recommendations Building with our Veterans		Customer survey launched to define process & tech training Director transition	Director transition
October 2016	January 2017	April, 2017	July, 2017
New BDC members November 3 rd Brown Bag Consistency Luncheon NFY16 EOY Numbers Highlighting TIP NC PE Board Extends Criteria on PE Seal Use in BIM-IPD 2018 Building Code Adoption Schedule	Veteran Apprenticeship Program – One Year A/E Feedback Tool FY17 Results RTAC/CTAC Audit High Superior Professional Certification	FY18 Budget Proposal Mega Team Realignment Technology Enhancements Building with our Veterans Year Two	Cust. Satisfaction Survey Governance Progress Code Heroes Open Counter
October, 2017	January, 2018	April, 2018	July, 2018
AE & Inspections Client Feedback Tool Journeyman Program Ends New Board Members Code Enforcement Annual Report			

12. Department Statistics and Initiatives Report

September 2017 Statistics

Permit Revenue

- September permit (only) rev \$2,375,192 compared to August permit (only) rev \$2,385,681
- FY17 budget projected monthly permit rev; 2,172,346.
- YTD permit rev = \$7,201,421 is above projected monthly rev (\$6,517,038) by \$684,383 or 11%.

Construction Value of Permits Issued

- Report temporarily suspended.

Permits Issued:

	September	August	3 Month Trend
Residential	4506	5014	5292/5014/4506
Commercial	2282	2963	2706/2963/2282
Other (Fire/Zone)	344	375	334/375/344
Total	7132	8352	8332/8352/7132

- Changes (Aug.- Sept); Residential dn 11%; commercial dn 29%; total dn 17%

Inspection Activity: inspections performed

Insp. Req.	Aug	Sept	Insp. Perf.	Aug	Sept
Bldg.	10,080	8,651	Bldg.	9988	8,668
Elec.	10199	8,541	Elec.	9042	7,529
Mech.	5762	4,811	Mech.	5310	4,292
Plbg.	4816	3,988	Plbg.	4034	3,450
Total	30,978	25,991	Total	28,504	23,939

- Changes (Aug-Sept); requests dn 19%; inspect performed dn 18% overall
- Insp performed were 92% of insp. requested

Inspection Activity: inspections response time (new IRT report)

Insp. Resp. Time	OnTime %		Total % After 24 Hrs. Late		Total % After 48 Hrs. Late		Average Resp. in Days	
	Aug	Sept	Aug	Sept	Aug	Sept	Aug	Sept
Bldg	83	85	99.8	98	99.5	99.8	1.58	2.05
Elec.	79	81	96	98	99.1	99.8	1.62	1.21
Mech.	78	73	96	94	99.1	99	1.27	1.34
Plbg.	85	87	98	99	99.7	100	1.17	1.14
Total	81	84	96	98	99.4	99.8	1.47	1.48

- Overall average for OnTime % is 84%
- Per the BDC Performance Goal agreement (7/20/2010), the goal range is **85-90%**; **September is currently 1% below goal range.**

Inspection Pass Rates for September 2017:

OVERALL MONTHLY AV'G @ 82.91% in September, August was 82.48%

Bldg: Aug –75.61%
Sept –75.68%

Elec: Aug – 82.37%
Sept – 84.25%

Mech: Aug – 89.59%
Sept – 86.23%

Plbg: Aug – 86.17%
Sept – 89.33%

- Overall average at 82.91%, above the 75-80% goal range.

OnSchedule CTAC and Booking Lead Times for September, 2017

CTAC:

- 100 first reviews, compared to 90 in August
- Project approval rate (pass/fail) – 63%
- CTAC was 38% of OnSch (*) first review volume

*CTAC as a % of OnSch is based on the total of only scheduled and Express projects

On Schedule:

- January, 16: 188 -1st rev'w projects; on time/early-85.85% all trades, 84.64% on B/E/M/P only
- February, 16: 219 -1st rev'w projects; on time/early-84.88% all trades, 82.75% on B/E/M/P only
- March, 16: 241 -1st rev'w projects; on time/early-84% all trades, 85.25% on B/E/M/P only
- April, 16: 240 -1st rev'w projects; on time/early-88.38% all trades, 91.25% on B/E/M/P only
- May, 16: 237 -1st rev'w projects; on time/early-90.62% all trades, 94.5% on B/E/M/P only
- June, 16: 230 -1st rev'w projects; on time/early-91.63% all trades, 95% on B/E/M/P only
- July, 16: 215 -1st rev'w projects; on time/early-91.9% all trades, 93% on B/E/M/P only
- August, 16: 219 -1st rev'w projects; on time/early-92.75% all trades, 93.25% on B/E/M/P only
- September, 16: 246 -1st rev'w projects; on time/early-91.79% all trades, 93.6% on B/E/M/P only
- October, 16: 241 - 1st rev'w projects; on time/early - 93.5% all trades, 94.4% on B/E/M/P only
- November, 16: 226 - 1st rev'w projects; on time/early - 92.2% all trades, 92.4% on B/E/M/P only
- December, 16: 225 - 1st rev'w projects; on time/early - 93.3% all trades, 94.2% on B/E/M/P only
- January, 17: 217 - 1st rev'w projects; on time/early - 89% all trades, 90% on B/E/M/P only
- February, 17: 237 - 1st rev'w projects; on time/early - 91.35% all trades, 92.8% on B/E/M/P only
- March, 17: 279 - 1st rev'w projects; on time/early - 88.7% all trades, 90% on B/E/M/P only
- April, 17: 216 - 1st rev'w projects; on time/early - 90% all trades, 93% on B/E/M/P only
- May, 17: 303 - 1st rev'w projects; on time/early - 93% all trades, 96% on B/E/M/P only
- June, 17: 277 - 1st rev'w projects; on time/early - 95.8% all trades, 96% on B/E/M/P only
- July, 17: 260 - 1st rev'w projects; on time/early - 95.02% all trades, 97% on B/E/M/P only
- August, 17: 282 - 1st rev'w projects; on time/early - 95% all trades, 96% on B/E/M/P only
- September, 17: 224 - 1st rev'w projects; on time/early - 91% all trades, 96% on B/E/M/P only

Booking Lead Times

- On Schedule Projects: **for reporting chart posted on line**, on September 25, 2017, showed
 - 1-2 hr projects; at 2 work days booking lead,
 - 3-4 hr projects; at 2-5 work days lead,
 - 5-8 hr projects; at 2-6 work days lead,
- CTAC plan review turnaround time; BEMP at 4 work days, (all others @ 1 day)
- Express Rev'w booking lead time; 6 work days for small projects, 6 work days for large projects

Customer Service Center

- **Walk-In Volume** - LUESA 1,934 / Code 1,056 / CSC 1,152
- **Phone Volume** - CSC 1,904 (95 avg. day), Code 8,262 (413 avg. day)
- **Phone Interaction Time** - CSC 2:09

Fire Marshal's Office

- Inspections Performed (new) - 48
- Plan Reviews Performed - 82
- Recurring Fire Inspections - 534
- Public Education Programs - 24
- Fire / Other Incident Investigations - 17
-

13. Manager/CA Added Comments

Jeff Vernon reminded members of the Brown Bag Luncheon to be held on November 6th. He also shared that the Residential Consistency meeting in November has been canceled

14. Adjournment

The September 19th meeting of the Building Development Commission adjourned at 3:59 p.m. The next meeting of the Building Development Commission is scheduled for Tuesday, November 21st 2017.